



## Problem Resolution Report

HP/CoSD-074

### Clarification of TTC Special MASL Requirement



Date: July 19, 2011

#### Summary:

In accordance with the provisions of the IT and Telecommunications Service Agreement dated January 24, 2006 ("the Agreement") by and between the County of San Diego ("County") and Northrop Grumman Information Technology (NGIT) as assigned to HP Enterprise Services, LLC. ("HP" or "Contractor") (hereinafter collectively referred to as "the Parties") agreement is reached on the date shown above.

#### Issue or Problem:

The Parties wish to provide for clarification of the Special MASL Requirement for the Treasurer and Tax Collector as currently defined in Section 8.4 of Schedule 4.3 of the IT and Telecommunications Service Agreement.

#### Resolution:

1. A detailed description of the services to be performed under the MASL Special Requirement for the Treasurer and Tax Collector is provided herewith as per Attachment 1 to this PRR. Section 8.4 of Schedule 4.3 of the Agreement is amended as per Attachment 1 to this PRR-074.
2. The existing Resource Unit for MASL Special Requirement – Tax Collector, is hereby replaced with three new MASL Special Requirements Resource Units: Tax Collection Event, Tax Sale Event and Special Support Daily Coverage.
3. Exhibit 16.1-1 of the Agreement is hereby amended to add three Resource Unit Fees for the above mentioned Special MASL Requirements Resource Units as per Attachment 2 to this PRR-074.

All other terms and conditions of the Agreement remain unchanged and the Parties agree that such terms and conditions set forth in the Agreement shall continue to apply. Unless otherwise indicated, the terms used herein shall have the same meaning as those given in the Agreement.

IN WITNESS WHEREOF, The Parties hereto, intending to be legally bound, have executed by their authorized representatives and delivered this Problem Resolution Report as of the date first written above.

COUNTY OF SAN DIEGO

By: Bruce Petrolza  
Name: CONTRACTS MGR  
Title: BRUCE PETROLZA

Date: 7/19/2011

CHASSON

HP ENTERPRISE SERVICES, LLC

By: [Signature]  
Name: HAX PINNA  
Title: CONTRACTS MANAGER

Date: JULY 19, 2011

Attachment 1 to Problem Resolution Report 074  
County of San Diego Tax Collector – Tax Events  
Minimum Acceptable Service Levels, Special Requirements

**Overview.** San Diego County Treasurer Tax Collector (TTC) has historically conducted two tax payment facilitation events (referred to as Tax Collection) and one Tax Sale event each County fiscal year. The Special MASL Requirement for Tax Collector as defined in Section 8.4 of Schedule 4.3 of the IT and Telecommunications Service Agreement is intended to provide a priority level of service for the systems utilized to support both of these events as well as project management and general IT support for the events themselves.

The Special MASL requirement defined below applies to Infrastructure and Applications Services provided for both the Tax Collection and Tax Sale events. Although the Special MASL Support Services apply to work performed by the Applications Framework, payment for Application Services is provided on a time and materials basis under labor rates stated in the Agreement and is not part of the Special MASL billing. The Special MASL requirement for San Diego County Treasurer is a different Special Requirement and is defined separately elsewhere in Section 8.4.

**Definition of Tax Events.** Below are definitions of the Tax Collection and Tax Sale Events.

*Tax Collection Event.* Property tax installment payments are currently due to the County by December 10<sup>th</sup> and April 10<sup>th</sup> of each County fiscal year. An extremely heavy volume of payments is received on each of the two semi-annual dates. Prior to each payment deadline and for some amount of time following each deadline, TTC requires special support of their information technology infrastructure and applications. Special MASL Support is provided at all County sites, but is concentrated primarily at the County Administration Center for this event.

*Tax Sale Event.* Once per County fiscal year, in the spring, a Tax Sale event is held by TTC. A Tax Sale could occur more than one time during a County fiscal year at the discretion of the Treasurer Tax Collector. This event is intended to facilitate the sale of tax-defaulted property for the sole purpose of recovery of back taxes. The Tax Sale event is customarily held at the San Diego Convention Center but could be held at another non-county site within San Diego County in conjunction with another county department or as an online event. Any site selected for the Tax Sale Event will have sufficient power and network infrastructure to support the Event.

**Billing Construct for Special MASL Services.** All Special MASL Support Services fall under one of two categories: Fixed Price Event Coverage or Special Support Daily Coverage.

**Fixed Price Event Coverage.** A fixed price will be charged for each Tax Collection and Tax Sale Event for which Special MASL support is requested by TTC. The Support Services provided as part of the fixed price include the following:

- Tax Event Support Coordination
- Dedicated Onsite Support
- Tax Event Engineering Services
- Other Technical Support
- Immediate Response for five (5) days
- Escalated Priority for five (5) days

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**Special Support Daily Coverage.** TTC may elect to invoke Special Support Daily Coverage beyond the five days included in the Fixed Price Event Coverage. If TTC requires Special Support Daily Coverage beyond the five days of Immediate Response and Escalated Priority included in the Fixed Price Event Coverage, a daily rate will be charged for the additional days. Immediate Response and Escalated Priority apply to Applications as well as Infrastructure framework efforts related to a Tax Event regardless of whether those efforts are being paid for via the Fixed Price Event Coverage or by a separate Applications work request or VLR..

**Special MASL Support Services.** Special MASL Support Services are defined as follows:

- **Immediate Response.** A problem or outage called in to the Help Desk or communicated to on-site HP personnel will result in an immediate response and effort to resolve the problem. This response is delivered by the appropriate HP framework or frameworks and the personnel necessary to restore operation without delay. Immediate response is also afforded to Tax Collector CSRF, Work Request, and IMAR processing during the Immediate Response period. Five days of Immediate Response is included in the Fixed Price Event Coverage for each Tax Collection and Tax Sale Event.
- **Escalated Priority.** Each Special Requirement-related ticket is handled as a Priority 1 problem with Immediate Response and Incident Management Team (IMT) engagement as required. Although paged out as Priority 1 tickets, TTC Special Requirement and problem tickets are not counted as P1 tickets for MASL calculation purposes. Five days of Escalated Priority is included in the Fixed Price Event Coverage for each Tax Collection and Tax Sale Event.
- **Tax Event Support Coordination.** Support coordination supplies an HP Tax Event Coordination Manager to coordinate all Special Requirement services. Specifics of this coverage are presented in Tables TTC-1 and TTC-2 below and are included in the Fixed Price Event Coverage for Tax Collection and Tax Sale support. This manager has the responsibility for the coordination of all Tax Event-related projects, requests and problem resolution activities. The Tax Event Coordination Manager will have the proper background to manage all the different frameworks engaged to support Tax events. This resource will be fully empowered to provide immediate escalation of Tax Event related items and to secure whatever resources are needed to resolve any issues.

The special requirements services handled by the Coordination Manager include, but are not limited to:

- Development and execution of the Tax Event Project Plan and T-calendar
- Coordination of Tax Event set up and testing
- Oversight of provisioning any needed changes in network equipment
- Management of any 3rd party vendors or services procured through HP to provide Tax Event related services
- Coordination of HP-provided IT services with TTC engaged vendors
- Securing and managing staff assigned to support Tax Events
- Coordination of other tasks required to provide support for Tax Events
- Coordination with Applications project managers or Applications Technical Leads (ATLs) regarding VLRs or other Applications work requests performed in support of Tax Events

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- **Dedicated Onsite support.** Onsite support provides resources at a Tax Event *whether or not a Tax Event-related Problem is being resolved*. Specifics of this coverage are presented in Tables TTC-1 and TTC-2 below and are included in the Fixed Price Event Coverage for Tax Collection and Tax Sale support. Representatives of frameworks not called out specifically in the Tables are on call during the Special MASL period but are not part of onsite support.
- **Tax Event Engineering Services.** Engineering Services resources are required to attend scheduled and ad hoc meetings, set up training rooms and other Tax Event facilities, manage PC and printer hardware setup and delivery, train county staff, provide Event support and provide after Event equipment breakdown. Tables TTC-1 and TTC-2 provide specifics of the types of engineering resources that are provided via the Special MASL coverage. Tax Event Engineering services are included in the fixed price for Tax Collection and Tax Sale Support.
- **Other Technical Support.** A network project manager will be available for the meetings as called out in Tables TTC-1 and TTC-2.
- **Applications Services.** All Applications services and resources required during the Special MASL period are billable at the time and material labor rates established in the Agreement. No applications services are included in the fixed price for Tax Collection and Tax Sale Events. A VLR or work request must be submitted for each Tax Collection and Tax Sale Event to authorize and document tasking to be performed by Applications framework resources.

**Out of Scope Services:**

Any network resource units such as telephones required to support Tax Events are to be requested via an IMAR. The cost of network resource units is not included in the Special MASL Support Requirements billing.

Any additional desktop assets including temporary desktops, laptops or other devices are to be requested via an IMAR. The cost of desktop resource units is not included in the Special MASL Support Requirements billing.

**Notification:**

The Tax Collector or the Finance and General Government Group (FG3) Executive Office will initiate Special Requirements Support (either for Fixed Price Event Support or to invoke the daily coverage) by submitting an IMAR to HP.

For Fixed Price Support of either a Tax Collection or Tax Sale Event, an IMAR must be received by HP 60 calendar days prior to the date of the Event. For Fixed Price Support of a Tax Sale Event, the IMAR must also specify the date of the Tax Sale Event.

For Special Support Daily Coverage outside of the Fixed Price Event Support, an IMAR must be received by HP ten (10) days prior to "installation" or the beginning date of the Special Support Daily Coverage Period and must specify both the beginning and ending dates of the Special Support Daily Coverage being requested. In the event that TTC wishes to terminate Special Support Daily Coverage earlier than requested, a second IMAR must be submitted three (3) days prior to the new Coverage End Date notifying HP of the new end date for the Daily Coverage.

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Applications support must be initiated by a work request or VLR (Very Low Risk) request. The work request must specify the beginning and ending calendar dates for Applications support as well as the specific applications tasks and the associated PA IDs.

**Billing:**

The Special MASL Support services will be billed at either the Fixed Price Event Coverage rate or the Special Support Daily Coverage rate as specified in the Agreement. Although the Special MASL Support Services apply to work performed by the Applications Framework, payment for Application Services is provided on a time and materials basis under labor rates stated in the Agreement and is not part of the Special MASL billing.

**Table TTC-1: Fixed Price Support Requirements for Tax Collection Event**

PAID	PAID	PAID	PAID	PAID	PAID
LTD - 42	LTD - 42	Participate in Project Kick-Off Meeting with CoSD	Once	Infr	PM
LTD - 42	LTD - 42	Participate in Project Kick-Off Meeting with CoSD	Once	Infr	NW
LTD - 42	LTD - 42	Develop Scope of Work Document	Once	Infr	PM
LTD - 42	LTD - 42	Develop Communication Plan Document	Once	Infr	PM
LTD - 42	LTD - 42	Plan Project	Once	Infr	PM
LTD - 35	LTD - 35	Develop Project Plan Document	Once	Infr	PM
LTD - 13	LTD - 13	Prep and Image 8 Temporary Workstations	Once	Infr	DTE
LTD - 11	LTD - 11	Deploy Temporary Workstations at CAC	Once	Infr	DTT
LTD - 11	LTD-5	Support Testing of Temporary Workstations at CAC (On-Call)	Once	Infr	DTT
LTD - 11	LTD - 11	Temporary Network Connections	Once	Infr	NWRU
LTD - 11	LTD - 11	Install Temporary Visa Phone Sets (CAC & Branches)	Once	Infr	NWRU
LTD - 4	LTD - 4	Move Equipment from Test Location to Event Location	Once	Infr	DTT
LTD - 3	LTD - 1	Provide On-site Desktop Support		Infr	DTT
LTD - 3	LTD - 1	Provide On-call Project Mgmt Support		Infr	PM
LTD - 3	LTD - 3	Begin Escalation/P1 Response for TTC Tax Collection Outages		All	All
LTD	LTD	Provide On-site Desktop Support		Infr	DTT
LTD	LTD	Provide On-call Project Mgmt Support		Infr	PM
LTD + 1	LTD + 1	Remove and Return Temporary Equipment	Once	Infr	DTT
LTD + 1	LTD + 1	End Escalation/P1 Response for TTC Tax Collection Outages		All	All
LTD + 7	LTD + 7	Document Lessons Learned	Once	Infr	PM
LTD + 14	LTD + 14	Conduct Project Close-Down	Once	Infr	PM
LTD - 42	LTD	Conduct Recurring Planning Meetings with CoSD	6X	Infr	PM
LTD - 42	LTD +14	Coordinate Project Activities		Infr	PM

LTD = Last Tax Due Date (the last day taxes may be paid by county residents before payment is considered delinquent)

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**Table TTC-2: Fixed Price Support Requirements for Tax Sale Event**

Item	Info	Task	Freq	AV	Role
TSD - 56	TSD - 56	Participate In Project Kick-Off Meeting with CoSD	Once	Infr	PM
TSD - 56	TSD - 56	Participate in Project Kick-Off Meeting with CoSD	Once	Infr	NW
TSD - 56	TSD - 56	Develop Scope of Work Document	Once	Infr	PM
TSD - 56	TSD - 56	Develop Communication Plan Document	Once	Infr	PM
TSD - 56	TSD - 56	Plan Project	Once	Infr	PM
TSD - 49	TSD - 49	Develop Project Plan Document	Once	Infr	PM
TSD - 35	TSD - 35	Build/Install Primary Server	Once	Infr	DTT
TSD - 35	TSD - 35	Build/Install Backup Systems	Once	Infr	DTT
TSD - 35	TSD - 35	Build/Install POS Systems	Once	Infr	DTT
TSD - 28	TSD - 28	Deploy Temporary Workstations at CAC	Once	Infr	DTT
TSD - 28	TSD	Support Temporary Workstation Testing at CAC	Once	Infr	DTT
TSD - 21	TSD - 14	Training Session Support (1 FTE @ 4 Hour Session)	Once	Infr	DTT
TSD-3	TSD-3	Begin Escalation/P1 Response for TTC Tax Sale Outages		All	All
TSD	TSD	Move Equipment to Tax Sale Site & Test	Once	Infr	DTT
TSD	TSD	Install Switches for Stand-Alone Network	Once	Infr	DTT
TSD	TSD	Onsite Desktop Support (2 @ 4 Hrs each)	Once	Infr	DTT
TSD	TSD	Remove and Return Equipment	Once	Infr	DTT
TSD+1	TSD+1	End Escalation/P1 Response for TTC Tax Sale Outages		All	All
TSD + 1	TSD + 3	Post-Sale User Support / Verify Successful Migration of POS DB to Production Server	Once	Infr	PM
TSD + 7	TSD + 7	Update Tax Sale Support Documentation - Infrastructure	Once	Infr	PM
As Sched	As Sched	Participate in CoSD Planning Sessions	4X	Infr	PM
Dec	Mar	Data Network On-Call Support	As Rqd	Infr	NW
Dec	Mar	Provide P1 response on TTC Tax Sale DB/TRDS/Maps & Images	All	All	All
Dec	Mar	Provide P1 response on PC's/Servers/Citrix For TTC Tax Sale Users	All	All	All

TSD = Tax Sale Date (the date of the Tax Sale event)

## Schedule 16.1-1: Tax Sale &amp; Tax Collection Events MASLs - Special Requirements RU

Resource Unit	Schedule 4.3 Cross-Reference/Service Framework Component **	Unit of Measure	Pricing	Decomposition (specific cost detail breakdowns)	Resource Unit Fee (90% to 110% band)	Baseline Volumes (per Contract Year)	(Resource Unit Fee) x (Baseline Volume)	Bundled Resource Unit	Resource Unit Fee (70% to 80% band)	Resource Unit Fee (80% to 90% band)	Resource Unit Fee (110% to 120% band)	Resource Unit Fee (120% to 130% band)	Measurement Methodology (Specific measurement on last day of month or cumulative use during month)	Depreciation Time Period (in Years)
MASL Special Requirements - Tax Sale Event	Minimum Acceptable Service Level Requirements -Section 8.4	Per Event	Fixed price per event	Project Manager, Desktop Engineer, Desktop Technician, Project Manager (Network Support)	\$6,387.50	1	\$6,387.50	N/A	N/A	N/A	N/A	N/A	Specific	N/A
MASL Special Requirements - Tax Collection Event	Minimum Acceptable Service Level Requirements -Section 8.4	Per Event	Fixed price per 2 annual events	Project Manager, Desktop Engineer, Desktop Technician, Project Manager (Network Support)	\$12,801.50	2	\$25,603.00	N/A	N/A	N/A	N/A	N/A	Specific	N/A
MASL Special Requirements - Special Support Daily Coverage	Minimum Acceptable Service Level Requirements -Section 8.4	Day	Fixed Cost per day of Escalated Support	Project Manager, Desktop Engineer, Desktop Technician, Support	\$200.00	75	\$15,000.00	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A